PARTNER® ACS R7.0
PC Administration

Getting Started

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Contents

1 Getting Acquainted

Welcome 7
What is PARTNER ACS PC Administration? 8
New Features in this Release 10
Where to Get More Information 11

2 Installing the Software

Overview 13
PC Requirements 13
PARTNER ACS Requirements 14
Installing the Software 15
Solving Installation Errors 16

3 Overview of System Administration

Overview 17
Basic PC Administration Tasks 17
Starting PARTNER ACS R7.0 PC Administration 19
Exploring the Workspace 21

4 Connecting to the PARTNER System

Overview 25
Operator Assisted Connection 26
Automated Attendant Connection 28
Creating a Hunt Group 29
Direct Dial Connection 30
Direct Dial (Local) Connection 30
Making Intercom Calls from Your PC 31
Direct Dial (Remote) Connection 32
Configuring the PARTNER System for Remote Direct Dial 33
COM Port Connection 34
Solving Connection Problems 36
Creating a Remote Administration Password 38

5 Working with Translations

Overview 39
Retrieving the System Translation 40
Disconnecting from the PARTNER System 41
Working with Translations 42
Editing a Translation You Just Retrieved 42
Editing a Translation You Already Saved 43
Creating a New Translation 43
Printing a Translation to a Text File. 44
Sending Your Changes to the System 45
Restoring Your Changes to the System 46

6 Administering the System Date and Time

Overview 47
Viewing the Date and Time 47
Changing the Date and Time 48

7 PC Diagnostics

Overview 49
Retrieving PARTNER Diagnostics 49

8 T1 Module Administration

Overview 53
Accessing the PARTNER T1 Module Maintenance Window 54

9 DSL Module Administration

Overview 55
Administering the DSL Module 55

1 Getting Acquainted

Welcome

This guide is your key to PARTNER® ACS R7.0 PC Administration.

Use this guide to learn:

- How to install the software
- How to connect to a PARTNER system
- The basics of the administration process
- What you can do with PC Diagnostics
- Where to find additional information

What is PARTNER ACS PC Administration?

PARTNER ACS PC Administration gives you the ability to manage a PARTNER ACS R7, R6, R5, R4, or R3 system from your PC. Among the many features it contains are ones that let you:

- Program the system (for example, assign outside lines)
- Program extensions (for example, program an autodial button on any extension)
- Back up and restore these and many other settings

PARTNER ACS PC Administration also gives you the ability to retrieve diagnostic information from your PARTNER ACS system, allowing you to:

- View the type of modules installed on the PARTNER system
- Retrieve reports on system events such as error and reboots
- Identify the current version of your software
- Identify the PCMCIA cards installed in the PARTNER ACS module
- View manual and automatic translation backup information that is stored in internal memory of the PARTNER R7.0 processor module

All these features are accessed through a graphical interface that is easy to learn and use. You can use PARTNER PC Administration to manage a PARTNER system locally or remotely. You can even choose to work offline and activate your changes when it’s convenient.

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NOTES

- *PARTNER PC Administration only works with PARTNER ACS Release 3.0 and later.*
- *If you have a version of PARTNER ACS Remote (PC) Administration on your PC, you must uninstall it before installing this software.*
- *If you have PassageWay Administration for PARTNER software on your PC, you must uninstall it before installing this software. PARTNER PC Administration replaces the old software.*
- *To help ensure the security of the PARTNER system, you cannot recreate or change the remote administration password with this software. This must be done on the system itself. See "Creating a Remote Administration Password" on page 38 for instructions on how to change the remote administration password.*
- *If the PARTNER system has a T1 module, you must use the PARTNER ACS PC Administration software to configure the T1 module.*

New Features in this Release

In addition to supporting all system programming and remote administration features already available in PARTNER ACS R6.0 PC Administration, PARTNER ACS R7.0 PC Administration supports the following features and capabilities:

- PARTNER ACS R7, R6, R5, R4, and R3 Support

  PARTNER ACS R7.0 PC Administration provides the capability to program PARTNER ACS R7, R6, R5, R4, and R3 systems.

- Support for the Admin Port on a PARTNER ACS R7.0 Processor Module

  Using PARTNER ACS R7.0 PC Administration, you can also connect to a PARTNER ACS R7.0 system via the Admin port on the PARTNER ACS R7.0 processor module. You can connect to the Admin port either directly from the COM port of your PC or via an external modem that is connected to the Admin port.

- Loudspeaker Paging Line Administration

  Unlike previous PARTNER processor modules, the PARTNER ACS R7.0 processor module has no dedicated Loudspeaker Paging System port. Instead, you can connect your loudspeaker paging system to any line port on the processor module. When the loudspeaker paging system is administered to a line port, that line is disabled on the PARTNER system.

  NOTE

  If your loudspeaker paging systems requires a “dry contact relay,” you must connect the loudspeaker paging system into line jack 5 on the PARTNER ACS R7.0 processor module.

- Enhanced Backup for PARTNER ACS R7.0

  For PARTNER ACS R7.0, you can now save a back up of the translations on either the PARTNER ACS R7.0 processor module or a backup/restore card.

- Automatic T1 Line Numbering Change for PARTNER ACS R7.0

  Since the PARTNER ACS R7.0 processor module provides five lines, T1 lines now begin at line 6 instead of line 4 in PARTNER R7.0 systems that have a T1 module.

- PARTNER API Feature Administration (PARTNER ACS R7.0 API only)

  Using PARTNER ACS R7.0 PC Administration, you can administer the PARTNER API feature on PARTNER R7.0 API systems.

- Enhanced Diagnostics

  PARTNER ACS R7.0 PC Administration provides the capability to:

  - identify and display details about the new PARTNER ACS R7.0 processor module in the board inventory view
  - identify and display details about the new PARTNER ACS R7.0 Upgrade PCMCIA card
  - identify and display details about the new PARTNER ACS R7.0 Backup/Restore card
  - identify and display details about translation backups that are stored in the internal memory of the PARTNER R7.0 processor module

Where to Get More Information

PARTNER ACS R7.0 PC Administration contains integrated online help that can provide you with detailed information on all of the program's features. Press F1 for context-sensitive help. For more information on PARTNER administration, you can also refer to the PARTNER ACS documentation.

For additional technical support, you can contact your local Authorized Dealer or you can call Avaya Technical Support at 1 800 628-2888. In the continental U.S., Avaya provides a toll-free customer hotline 24 hours a day. Consultation charges may apply.

2 Installing the Software

Overview

This chapter explains how to install PARTNER ACS R7.0 PC Administration.

Requirements

Before you install PARTNER ACS R7.0 PC Administration, make sure your PC and PARTNER system meet the requirements.

PC Requirements

PARTNER ACS R7.0 PC Administration requires and IBM-compatible PC that has:

- one of the following operating systems:
  - Microsoft® Windows® XP Professional with Service Pack 1 or later
  - Microsoft Windows 2000 Server
  - Microsoft Windows 2000 Professional
  - Microsoft Windows NT® Server 4.0 with Service Pack 4 or later
  - Microsoft Windows NT Workstation 4.0 with Service Pack 4 or later
  - Microsoft Windows 98
- a Pentium® processor (100 MHz or faster)
- 10 MB of free disk space
- 16 MB of RAM

- a Windows-compatible VGA monitor supporting at least 16 colors and 800 x 600 pixel screen resolution
- a Windows-compatible pointing device (for example, a mouse)
- an internal or external V.34 BIS modem (14.4 Kbps or faster)

PARTNER ACS Requirements

PARTNER ACS R7.0 PC Administration requires a PARTNER system that meets the following minimum requirements:

- PARTNER ACS Release 7, Release 6, Release 5, Release 4, or Release 3
- a PARTNER display phone (for example, a PARTNER 34D)
- For a **PARTNER R6.0 or earlier system**:

  a PARTNER Remote Access Card, which functions as a modem and backup/restore card

- For a **PARTNER R7.0 system**:

  If you want to connect to the PARTNER R7.0 system via a modem, the PARTNER R7.0 system must have **one** of the following devices:

  — a PARTNER Remote Access Card, which functions as a modem and backup/restore card

  — an external modem that is connected to the Admin port on the PARTNER R7.0 processor module

  You can connect directly to a PARTNER R7.0 system (without a modem) by connecting a COM port on the PC running the PARTNER ACS R7.0 PC Administration software to the Admin port on the PARTNER ACS R7.0 processor module. See “COM Port Connection” on page 34 for more information.

Installing the Software

The PARTNER ACS R7.0 PC Administration software includes an installation program that copies the application onto your PC's hard drive. You can obtain the PARTNER ACS R7.0 PC Administration software from your PARTNER ACS dealer.

To install the software:

1 Start Windows Explorer.

The Windows Explorer window appears.

2 Locate the directory that contains the PARTNER ACS R7.0 PC Administration software, and then double-click on **setup.exe**.

The PARTNER ACS R7.0 PC Administration Setup window appears.

3 Respond to a series of standard Windows installation prompts.

During the installation, you can:

— Confirm or change the file directory where PARTNER ACS R7.0 PC Administration will be installed.

— Choose to create shortcuts that will allow you to run the application by directly clicking on a title or icon on the Start menu and/or the desktop.

The installation program copies files to the destination directory. When the software is installed successfully, the Installation Completed message box appears.

4 Click the **Next** button.

The View Readme File message box appears.

5 Click on the **Finish** button.

The Readme-Notepad window appears.

6 After reading the Readme file, select **Exit** from the File menu in the Notepad window.

Solving Installation Errors

If you receive an error message during the installation process, check whether:

- A version of PARTNER ACS Remote (PC) Administration software is still installed on your PC. If it is, you must uninstall this program:

  1 Select **Programs** from the Start menu.

  2 Choose **PARTNER ACS PC Administration** and select **Uninstaller for PC Administration**.

- You have at least 10 MB of hard disk space available. If there is not, perform one of the following steps:

  — *Free space on the designated hard drive by transferring files to another drive or deleting them from your disk.*

  — *Install PARTNER ACS R7.0 PC Administration on another drive that has at least 10 MB of free space.*

- You are using Windows XP, Windows 2000 Server/Professional, Windows 98, or Windows NT 4.0 Server/Workstation.

3 Overview of System Administration

Overview

This chapter explains the basic procedures for administering a PARTNER system via PARTNER ACS R7.0 PC Administration. Refer to the online help for more detailed information.

Basic PC Administration Tasks

Managing your PARTNER system using PARTNER ACS R7.0 PC Administration involves the following tasks:

- Starting the software. (See “Starting PARTNER ACS R7.0 PC Administration” on page 19.)
- Connecting to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)
- Retrieving the system translation from the PARTNER system. (See “Retrieving the System Translation” on page 40.)
- Making changes to the system translation. (See “Working with Translations” on page 42.)
- Sending the modified system translation to the PARTNER system and then restoring (that is, activating) that system translation on the PARTNER system. (See “Sending Your Changes to the System” on page 45.)

The information you retrieve from the PARTNER system is called the *system translation*. It contains the specific line, extension, button, and other custom settings for the system. Using PARTNER ACS R7.0 PC Administration, you can make changes to the translation and then send the modified translation file back to the PARTNER system.

In addition to making changes to the system translation, you can use PARTNER ACS R7.0 PC Administration to:

- Create a new translation
- Administer the date and time
- Retrieve diagnostic reports
- Administer the T1 module
- Administer the 1600 DSL Module

NOTE *While the PARTNER ACS R7.0 PC Administration software is quite powerful, it does have a few limitations. You will be unable to perform a Frigid Start or print a new header on a Call Reporting (SMDR) report. Of course, you can perform these functions locally at your PARTNER system.*

Starting PARTNER ACS R7.0 PC Administration

When you first start PARTNER ACS R7.0 PC Administration, you will be prompted to specify whether you want to create a file for a PARTNER ACS R7 system, a PARTNER ACS R6 system, a PARTNER ACS R5 system, a PARTNER ACS R4 system, or a PARTNER ACS R3 system. An untitled file will appear on your PC's screen, indicating the PARTNER ACS release (that is, R7, R6, R5, R4, or R3). This is the workspace where you will perform all your administration actions such as programming and editing existing translations as well as creating new translations.

To start the program:

1 Perform one of the following steps:

— Click on the Start menu, and select **Programs>PARTNER ACS R7.0 PC Administration>PC Administration**.

NOTE

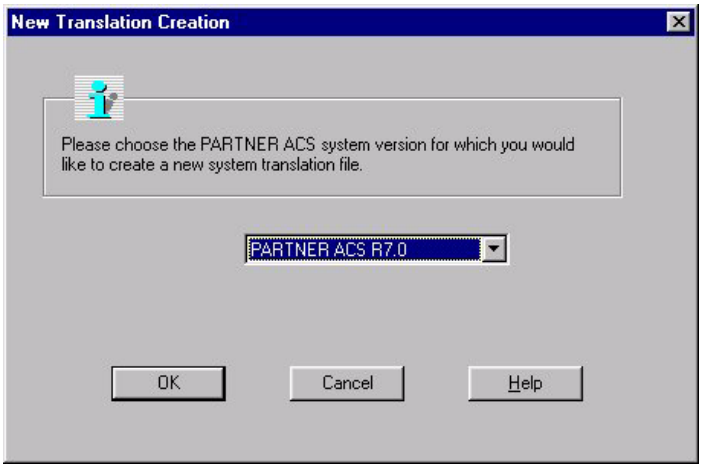
This is the default location. If you choose to save your files to an alternate location during installation, your path will be different.

— If you created a Start menu short-cut, click on the Start menu, and select **PC Administration**.

— If you created a desktop short-cut, click on the **PC Administration** icon on the desktop.

The New Translation Creation dialog box appears.

New Translation Creation Dialog Box


New Translation Creation
Please choose the PARTNER ACS system version for which you would like to create a new system translation file.
PARTNER ACS R7.0
OK
Cancel
Help

2 Choose the PARTNER system version for which you want to create a translation file.

3 Click the **OK** button.

The New Translation Creation Confirmation dialog box appears.

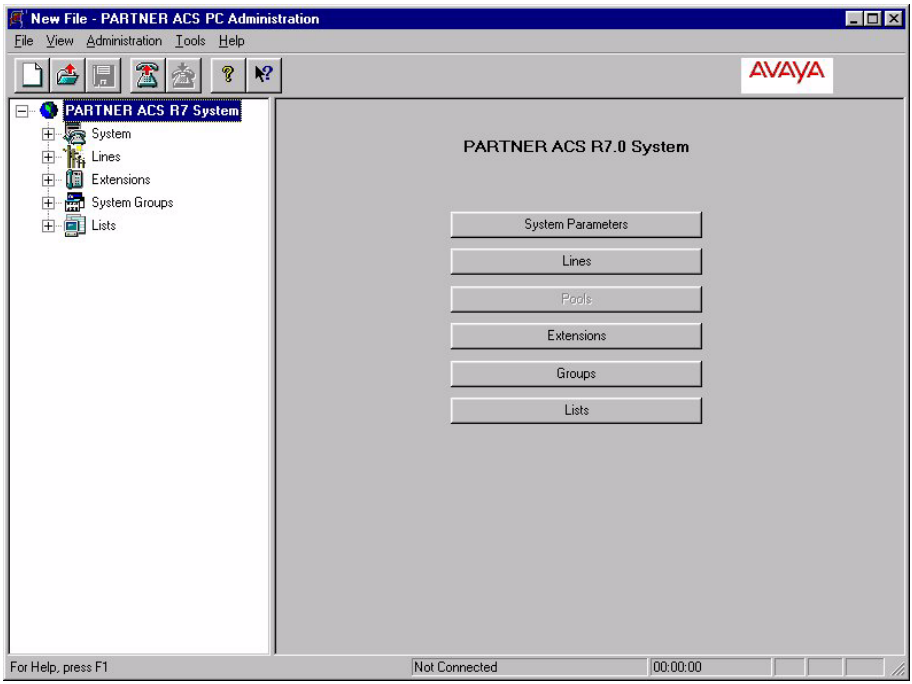
4 Click the **OK** button.

A new translation file for the PARTNER system you selected appears in the workspace. All of the defaults are selected in this file.

Exploring the Workspace

The workspace contains six major windows. Within each window are additional subsections where you make changes to specific functions.

PARTNER ACS R7.0 Workspace



You do not need to be connected to the PARTNER system to change the system translations. After you have retrieved the system translation to your PC, you can disconnect from the PARTNER system and work off-line. If you do this, you will then need to save your changes to another file and reconnect to the PARTNER system to restore them.

Workspace Components

Windows	Function	Sections/Features
System Parameters Window	**Global settings**	• General Parameters • Central Office Parameters • Adjuncts (accessories you may use with the system) • Automatic System Answer (ASA) • Direct Extension Dial (DXD) • DID Mapping Table (only available for Release 6.0 and later systems) • T1 Parameters (only available for Release 6.0 and later systems) • T1 Channel Mapping (only available for Release 6.0 and later systems)
Lines Window	**Administrative procedures for particular lines**	• Dial Mode • Hold Disconnect TIme • Ring Pattern • Group Call Distribution • Line Coverage Extensions • Voice Mail System (VMS) Hunt Properties • Pool Information (only available when the system is configured for Hybrid mode)

Workspace Components—Continued

Windows	Function	Sections/Features
Pools Window	**Assign lines to or remove lines from pools**	NOTE: The Pools window is available only when the system is configured for Hybrid mode.
Extensions Window	**Settings for specific Extensions**	• General Parameters • Button Programming • Personal Speed Dial List • Restrictions • Group Memberships • Caller ID Information • Auxiliary Equipment • Copy Settings
Groups Window	**Specify the type of group you want to assign to different extensions and/or lines**	• Pickup Groups • Calling Groups • Hunt Groups • Night Service Group
Lists Window	**Set up the particular lists and assign to particular extensions**	• Allowed Lists • Disallowed Lists • Emergency Numbers • Speed Dial Numbers • Forced Account Codes

4 Connecting to the PARTNER System

Overview

There are four methods of connecting to a PARTNER system:

- **Operator Assisted**

  Use this method when you are connecting to the PARTNER system via a modem, and the PARTNER system does not have an active Automated Attendant system or a dedicated line for the external modem or Remote Access card.

- **Automated Attendant**

  Use this method when you are connecting to the PARTNER system via a modem, and the PARTNER system has:

  — an Automated Attendant system turned on

  — an external modem (PARTNER ACS R7.0 only) or Remote Access card

- **Direct Dial**

  Use this method when you are connecting to the PARTNER system via a modem, and you have administered either of the following for the external modem (PARTNER ACS R7.0 only) or Remote Access card:

  — An intercom extension (Local Direct Dial)

  — A dedicated outside line (Remote Direct Dial)

- **COM Port**

  Use this method when you are at the same location as the PARTNER R7.0 system and you want to connect the PC running the PARTNER ACS R7.0 PC Administration software directly to the Admin port on the PARTNER R7.0 processor module.

NOTE *Regardless of the method you use, you will need a Remote Administration Password before you can connect. (For more information on creating a Remote Administration Password, see "Creating a Remote Administration Password" on page 38.)*

Operator Assisted Connection

With the Operator Assisted method, you manually call the main number for the PARTNER system. The operator then transfers your call to the Remote Access card or the external modem.

If you want to use this method, the PARTNER system must have either:

- an external modem that is connected to the Admin port of the PARTNER R7.0 processor module (the line side of the modem must be connected to an extension jack on the PARTNER system), or
- a Remote Access card

To connect to the PARTNER system via the Operator Assisted option:

1. On the File menu, select **Connect to PARTNER System**.

   The PC Administration Connection Options dialog box appears.

2. Click the **Operator Assisted** option button, and then click the **Next** button.
3. From a phone connected to the same line as the PC's modem, dial the main number for the PARTNER system.
4. When the operator answers, if necessary, ask for the Remote Administration Password.

5 Ask to be transferred to **one** of the following extensions:
   — If the PARTNER system has a Remote Access card, extension 76.
   — If the PARTNER system has an external modem (PARTNER R7.0 only), the extension to which the external modem is connected.

6 As soon as you hear the extension ring, click the **OK** button.

   The extension will ring for about 10 seconds.

7 As soon as you hear the modem answer, hang up the phone.

8 When prompted, enter the Remote Administration Password, and then click the **OK** button.

   When the connection is completed, a message box appears.

9 Click the **OK** button.

NOTE *If you are having difficulty completing an operator-assisted connection, the problem may be due to a "rough hand-off" between the voice call and the modem. With certain types of modems, it may be necessary to connect a bridging adapter to your modem to facilitate the hand-off process. A bridging adapter is plastic jack extension that plugs into a single jack and expands this outlet into a two-jack outlet.*

- *Plug a bridging adapter into the line jack on your modem.*
- *Connect both the outside line and the phone line into the bridging adapter.*

Automated Attendant Connection

With the Automated Attendant method, you connect to the external modem (PARTNER R7.0 only) or Remote Access card by going through an active Automated Attendant (such as a voice mail system that automatically answers and routes the call). You can use this method after business hours or anytime the Automated Attendant is active.

If you want to use this method, the PARTNER system must have:

- either an external modem that is connected to the Admin port of the PARTNER R7.0 processor module or a Remote Access card
- a Hunt Group administered for the external modem or PARTNER Remote Access card. (See “Creating a Hunt Group” on page 29 to create a Hunt Group for the PARTNER Remote Access card.)

To connect to the PARTNER system via the Automated Attendant option:

1. On the File menu, select **Connect to PARTNER System**.

   The PC Administration Connection Options dialog box appears.

2. Click the **Automated Attendant** option button, and then click the **Next** button.

3. Enter the dial string:
   - — the phone number that is answered by the Automated Attendant
   - — seven commas
   - — 77 and the single-digit Hunt Group number for the external modem or Remote Access card

4. When prompted, enter the Remote Administration Password, and then click the **OK** button.

   When the connection is completed, a message box appears.

5. Click the **OK** button.

Creating a Hunt Group

To create a Hunt Group while at a PARTNER phone:

1 From extension 10 or 11, press Feature 0 0.

2 Press the left Intercom twice.

3 Enter # 5 0 5.

4 At the GROUP: prompt, enter a group number (1-6). We recommend the number ***6***.

The following display appears:

HUNT GROUP 6
EXTENSION:

5 Perform one of the following steps:

— If you are using an external modem, enter the extension to which the modem is connected.

— If you are using a Remote Access card, enter 7 6. (This is the pre-established extension number for your PARTNER Remote Access card.)

6 Exit programming mode by pressing Feature 0 0.

For more information about Hunt Groups, refer to the PARTNER system documentation. For more information about the location of special programming buttons on a PARTNER phone, see the PARTNER system documentation.

Direct Dial Connection

You can connect directly to the PARTNER system via modem in one of the following ways:

- An intercom extension (Local Direct Dial)
- A dedicated outside line (Remote Direct Dial)

Direct Dial (Local) Connection

With the Direct Dial (Local) method, you dial an intercom extension via a modem. To use this method, you must be at the same location as the PARTNER system.

This method has the following requirements:

- The PARTNER system must have either:
  - an external modem that is connected to the Admin port of the PARTNER R7.0 processor module, or
  - a Remote Access card
- You must program your PARTNER system to enable your PC to place an intercom call. (See “Making Intercom Calls from Your PC” on page 31 to configure the line to which your PC is connected.)

To connect to the PARTNER system via an internal extension:

1. On the File menu, select **Connect to PARTNER System**.

   The PC Administration Connection Options dialog box appears.

2. Click the **Direct Dial** option button, and then click the **Next** button.
3. Enter the intercom number for the external modem or Remote Access card (extension 76), and then click the **OK** button.
4. When prompted, enter the Remote Administration Password, and then click the **OK** button.

   When the connection is completed, a message box appears.

5. Click the **OK** button.

Making Intercom Calls from Your PC

Before you can connect to your PARTNER system via an intercom extension, you must perform the following steps:

1 Plug the line from your PC modem into an available extension port on your PARTNER ACS system.

2 From extension 10 or 11, press Feature 0 0.

3 Press the left Intercom twice, and then press the right Intercom once.

4 At the Extension: prompt, enter the extension number to which you connected the PC modem in Step 1.

5 Press * *.

6 Press the right Intercom.

The display shows Automatic Line Selection.

7 Press * * to exit Automatic Line Selection.

8 Exit programming mode by pressing Feature 0 0.

For more information about the location of special programming buttons on a PARTNER phone, see the PARTNER system documentation.

Direct Dial (Remote) Connection

With the Direct Dial (Remote) method, you dial an outside line that is assigned to the external modem (PARTNER R7.0) or Remote Access card. Use this method only if the system does not have an active voice messaging system. If the system does have a voice messaging system activated, use the Automated Attendant method.

This method has the following requirements:

- The PARTNER system must have either:
  - an external modem that is connected to the Admin port of the PARTNER R7.0 processor module, or
  - a Remote Access card
- You must assign the outside line to a Hunt Group that will ring at the external modem or PARTNER Remote Access card only. (See “Configuring the PARTNER System for Remote Direct Dial” on page 33.)

To connect to the PARTNER system via an outside line:

1. On the File menu, select **Connect to PARTNER System**.

   The PC Administration Connection Options dialog box appears.

2. Click the **Direct Dial** option button, and then click the **Next** button.
3. Enter the phone number for the external modem or Remote Access card, and then click the **OK** button.
4. When prompted, enter the Remote Administration Password, and then click the **OK** button.

   When the connection is completed, a message box appears.

5. Click the **OK** button.

Configuring the PARTNER System for Remote Direct Dial

Before you can connect to the PARTNER system via an outside phone number, you must perform the following steps:

1 Assign the outside line to a Hunt Group.

2 Program the Hunt Group to ring at the modem.

3 Change the ringing options so the dedicated line does not ring at all the phone extensions or remove the line from the other extensions.

To configure the PARTNER system for remote Direct Dial:

1 From extension 10 or 11, press Feature 0 0.

2 Press the left Intercom twice.

3 Enter # 2 0 6.

4 At the Group: prompt, enter a group number (1-6). We recommend the number ***6***.

5 At the Line prompt, enter the line number that you will be dedicating to use for remote access.

6 Enter # 5 0 5.

7 At the Group: prompt, enter the number you entered in Step 4.

The following display appears:

HUNT GROUP 6
EXTENSION:

8 Perform one of the following steps:

— If you are using an external modem, enter the extension to which the modem is connected.

— If you are using a Remote Access card, enter 7 6. (This is the pre-established extension number for your PARTNER Remote Access card.)

9 Exit programming mode by pressing Feature 0 0.

10 From extension 10 or 11, press Feature 0 0.

11 Press the left Intercom twice, and then press the right Intercom once.

12 At the Extension: prompt, enter an extension number.

The green lights next to the line buttons show the current Line Ringing settings:

— Immediate Ring: steady light
— Delayed Ring: slow flash
— No Ring: quick flutter

13 Press the line button until the button light is set to No Ring (quick flutter).

14 Repeat Steps 12 and 13 for all extensions except the extension to which the external modem is connected or 76 (if you are using a Remote Access card).

15 Exit programming mode by pressing Feature 0 0.

For more information about the location of special programming buttons on a PARTNER phone, see the PARTNER system documentation.

COM Port Connection

With the COM Port method, you connect a COM port on the PC that is running the PARTNER ACS R7.0 Administration to the Admin port on the PARTNER R7.0 processor.

If you want to use this method, you must have:

- a DB-9 to DB-25 cable (AT modem cable), which you will connect to the PC

  NOTE

  This cable is unnecessary if your PC has a 25-pin serial port available.

- a DB-25 to RJ-45 adapter (355AF adapter or equivalent), which you will connect to the DB-9 to DB-25 cable on the PC
- a standard RJ-45 cable, which you will connect to the DB-25 to RJ-45 adapter and the Admin port on the PARTNER R7.0 processor module

To connect to the PARTNER system via the COM Port option:

1 Perform one of the following steps:
   — If your PC has a 9-pin serial port available, connect the DB-9 to DB-25 cable (AT modem cable) to the 9-pin serial port on the PC that is running the PARTNER ACS R7.0 Administration software.
   — If your PC has a 25-pin serial port available, go to Step 2.

2 Perform one of the following steps:
   — If you are using a 9-pin serial port on your PC, connect the DB-25 to RJ-45 adapter (355AF adapter or equivalent) to the DB-9 to DB-25 cable that you installed in Step 1.
   — If you are using a 25-pin serial port on your PC, connect the DB-25 to RJ-45 adapter (355AF adapter or equivalent) directly to the 25-pin serial port on your PC.

3 Connect one end of a standard RJ-45 cable to the DB-25 to RJ-45 adapter you installed in Step 2.

4 Connect the other end of the standard RJ-45 cable to the Admin port on the PARTNER R7.0 processor module.

5 From the File menu in the PARTNER ACS R7.0 Administration window, select **Connect to PARTNER System**.

   The PC Administration Connection Options dialog box appears.

6 Click the option button of the COM port that is connected to the Admin port on the PARTNER system, and then click the **Next** button.

7 When prompted, enter the Remote Administration Password, and then click the **OK** button.

   When the connection is completed, a message box appears.

8 Click the **OK** button.

Solving Connection Problems

PARTNER ACS R7.0 PC Administration automatically recognizes the modem connected to your PC, identifying its configuration as well as the port to which it is connected. If you encounter problems using your modem or have trouble connecting:

1 Check that the modem on your PC is working properly by dialing into another system (such as an online service) that you know you can connect with.

  Follow the steps that you have used to successfully complete the connection previously.

  — If the modem call is completed successfully (that is, you achieve access to the destination system), then you have confirmed that the modem is working properly. However, you should also test your modem by using the Windows Phone Dialer. (See the next dashed item.)

    If the modem call is not completed successfully, then the problem could lie with the modem itself. (See Step 2.)

  — You can test your modem by using the Windows Phone Dialer. Start Windows Phone Dialer and make a call to any telephone number. (Refer to Windows Help to make a call with Windows Phone Dialer.)

    The PC will try to dial that number. If the PC gets dial tone and dials the number, you know that your modem is working properly. (See Step 3.)

2 Check your modem configuration in your Windows system.

  — Click on the **My Computer** icon on your desktop, select **Control Panel**, and then double-click on the **Modems** icon (Windows NT and 98) or the **Phone and Modem Options** icon (Windows 2000 and XP Professional).

  — Access the modem information for your system. (Refer to Windows Help to access the modem information.)

  — Verify that the modem information displayed corresponds to the modem you are using.

If the modem information is incorrect, you will need to reinstall your modem. Remove the modem with the incorrect information. In the Control Panel window, double-click on **Add New Hardware** and follow the prompts. You should also refer to the installation instructions that accompanied your modem.

If the modem information is correct, make sure that the port listed is the port to which your modem is actually connected.

3 Check your connection rate.

If your connection to the PARTNER system is less than 9.6 Kbps:

a Click on the **My Computer** icon on your desktop, double-click on **Control Panel**, and then double-click on the **Modems** icon (Windows NT and 98) or the **Phone and Modems Options** icon (Windows 2000 and XP Professional).

b Make sure the connection rate that appears in the Maximum Speed box is the highest rate that can be used by both your modem and the modem at the PARTNER system.

c For Windows NT and 98, make sure the **Only Connect At this Speed** check box is not checked.

d Try your call again.

Creating a Remote Administration Password

For security purposes, the Remote Administration Password is different from the System Password. The Remote Administration Password can only be created on the PARTNER system and must exist before you can connect to the PARTNER system. There is no default password.

To create a Remote Administration Password:

1 From extension 10 or 11, press Feature 0 0.

2 Press the left Intercom twice.

3 Enter # 7 3 0.

The following display appears:

Remote Password
Data

4 Enter a password up to eight alphanumeric characters in length. Each character is established by entering two digits. (See the Character Code Table in the *PARTNER ACS Installation, Programming, Use* for additional details.)

5 To save the password, press Enter.

The display shows “Remote Password,” confirming that the password was saved.

NOTE

If you exit without pressing Enter, your new password will not be saved.

6 Exit programming mode by pressing Feature 0 0.

For more information about the location of special programming buttons on a PARTNER phone, see the PARTNER system documentation.

5 Working with Translations

Overview

This chapter describes how to:

- Back up the translation from the PARTNER system to either the internal memory of the PARTNER R7.0 processor module or removable media (such as a Backup/Restore card or the Remote Access card) on the PARTNER system and retrieve that translation to your PC
- Disconnect from the PARTNER system
- Modify (edit) the translation you retrieved from the PARTNER system
- Create a new translation
- Print a translation to a text file
- Send a translation you created or modified from the PC to either the internal memory of the PARTNER R7.0 processor module or a PC card in the PARTNER system
- Restore the translation from either the internal memory of the PARTNER R7.0 processor module or a PC card to the PARTNER system

Retrieving the System Translation

Before you can modify your system translation, you must retrieve the current system translation from your PARTNER system. This involves the following steps:

- Connecting to the PARTNER system
- Backing up (that is, copying) the system translation from the PARTNER system to either the PARTNER R7.0 processor module or to removable media (such as a Backup/Restore card or the Remote Access card) on the PARTNER system
- Retrieving the system translation to your PC
- Disconnecting from the PARTNER system (optional)

To retrieve the current system translation from the PARTNER system:

1 Connect to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

2 From the Administration menu, select **Retrieve System Information**.

The PARTNER System Information Retrieval dialog box appears

3 Make sure the **Remote Backup** check box is selected to copy the current system translation from the PARTNER system to either the internal memory of the PARTNER processor module or a PC card in the PARTNER system.

4 Make sure the **Retrieve System Translations** check box is selected to copy the system translation to your PC.

5 In the Translation File Location area, select the option button of the location (internal memory of the PARTNER processor module or a PC card) where you want to store a copy of the system translation.

6 Click the **Next** button.

The Save As dialog box appears.

7 Select the file or enter a new name for the translation you are retrieving, and then click the **Save** button.

If the **Retrieve Maintenance Data** check box was selected, the Save As dialog box appears. Repeat Step 7 to save the maintenance information from PARTNER system to a file.

The PARTNER System Information Retrieval status box appears, showing the status of the retrieval. When the retrieval is complete, a message box appears.

8 Click the **OK** button.

The translation you retrieved is displayed in the PARTNER ACS R7.0 PC Administration workspace as a read-only file. See “Editing a Translation You Just Retrieved” on page 42 to modify this file.

9 Disconnect from the PARTNER system (optional). See “Disconnecting from the PARTNER System” on page 41.

Disconnecting from the PARTNER System

After you have retrieved the file from the PARTNER system, you can disconnect and work offline.

1 From the File menu, select **Disconnect from PARTNER System**.

The Disconnect from PARTNER System dialog box appears.

2 Click the **OK** button.

A message box appears stating that the connection has been terminated.

3 Click the **OK** button.

Working with Translations

Within the workspace environment, you can:

- Edit a translation you have just retrieved
- Edit a translation stored on your PC
- Create a new or custom translation

NOTE *The changes you make to a file do not take effect on your PARTNER system until you send the information to the PARTNER system and restore the translation.*

Editing a Translation You Just Retrieved

When you retrieve a translation from the PARTNER system, the translation automatically appears in your workspace as a read-only file.

To edit a translation you just retrieved:

1 Make your changes to the file.

2 After you have completed your changes, select **Save As** from the File menu.

The Save As dialog box appears.

3 Enter the name for the file, and click the **Save** button.

At this point, you can send and restore the new translation to your PARTNER system to activate the changes.

Editing a Translation You Already Saved

To edit a translation that you have already saved:

1 From the File menu, select **Open**.

The Open dialog box appears.

2 Select the translation you want to open, and then click the **Open** button.

The selected file appears.

3 Make your changes to the file.

4 When you are finished, select **Save** from the File menu to save your changes to the file.

At this point, you can send and restore the new translation to your PARTNER system to activate the changes.

Creating a New Translation

If you are administering a new PARTNER system or several PARTNER systems, you can create a translation to be used on any or all of them. For example, a travel agency might have programming needs similar to other travel agencies. In such cases, it could be helpful to create files that are templates for such businesses (such as “Travel.xmg”). This template could be used as a starting point for other travel agencies, saving you time and providing your customer with a tested and useful profile.

To create a new translation:

1 From the File menu, select **New**.

The New Translation Creation dialog box appears.

2 Select the PARTNER system version you want to program, and then click the **OK** button.

The New Translation Creation Confirmation dialog box appears.

3 Click the **OK** button.

An untitled workspace appears.

4 Make your changes to the untitled workspace.

5 From the File menu, select **Save As**.

The Save As dialog box appears.

6 Enter the file name, and click the **Save** button.

The file name you entered appears in the title bar of the window.

At this point, you can send and restore the new translation to the PARTNER system to activate the changes.

Printing a Translation to a Text File

You can print the translations to a text file that you can view and print with any word processing software. By default, the text file is saved in the Administration folder in the directory where you installed PARTNER ACS R7.0 PC Administration.

To print a translation to text file:

1 From the File menu, select **Open**.

The Open dialog box appears.

2 Select the file you want to print, and then click the **Open** button.

The file appears in the workspace.

3 From the File menu, select **Print to File**.

The Save As dialog box appears.

4 Select the folder where you want to save the text file.

5 Enter the name for the text file you want to create, and then click the **Save** button.

The System Translation Print Option dialog box appears.

6 Select the system translation information you want to print to the text file.

7 Click the **OK** button.

Sending Your Changes to the System

After you have made changes to a translation and saved the file, you can send the changes to the PARTNER system and activate them. PARTNER ACS R7.0 PC Administration refers to the activation process as a “restore.”

Activating your changes on the PARTNER system is a two step process:

1 Sending the modified system translation file from your PC to either the internal memory of the PARTNER R7.0 processor module or a PC card (such as the Remote Access card) in the PARTNER system.

2 Restoring that system translation file from the internal memory of the PARTNER R7.0 processor module or the PC card to the PARTNER system.

To send a translation file to the PARTNER system:

1 Make sure you are connected to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

2 Perform one of the following steps:

- If you want to send the translation file to the PC card, select **Send System Information to PC Card** from the Administration menu.
- If you want to send the translation file to the internal memory of the PARTNER R7.0 processor module, select **Send System Information to Internal Memory** from the Administration menu.

The Open dialog box appears.

3 Select the translation file you want to send, and click the **Open** button.

The PARTNER System Translation Send status box appears, showing the status of the transfer. When the transfer is complete, a message box appears stating that the transfer was successful.

4 Click the **OK** button.

The translation file now resides on either the internal memory of the PARTNER R7.0 processor module or the PC card in the PARTNER system. If you want the PARTNER system to use this programming, you must restore the file. See “Restoring Your Changes to the System” on page 46.

Restoring Your Changes to the System

After you send the translation file to the internal memory of the PARTNER R7.0 processor module or a PC card, that file resides on either the internal memory of the PARTNER R7.0 processor module or the PC card. This translation file will not be used by the PARTNER system until you “restore” it to the PARTNER system.

After the restore process is complete, you will be disconnected automatically from the PARTNER system.

NOTE *When you restore a translation, the PARTNER system will be out of service for several seconds. Any calls in progress will be terminated (that is, disconnected). You may want to restore a translation after business hours.*

To restore a translation file to the PARTNER system:

1 Make sure you are connected to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

2 Perform one of the following steps:

- If you want to restore the translation file from the PC card, select **Restore System Translations from PC Card** from the Administration menu.
- If you want to restore the translation file from the internal memory of the PARTNER R7.0 processor module, select **Restore System Translations from Internal Memory** from the Administration menu.

A message box appears stating that the restore has started and that your connection to the PARTNER system will be disconnected.

3 Click the **OK** button.

A message box appears stating that your connection to the PARTNER system was ended.

4 Click the **OK** button.

6 Administering the System Date and Time

Overview

With PARTNER ACS R7.0 PC Administration, you can change the date and time setting on your PARTNER system. You can only change the date and time setting while you are connected to the PARTNER system. The new date and time will be activated immediately. It does not require you to restore information to the system.

Viewing the Date and Time

To view the date and time settings of the PARTNER system:

1 Connect to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

2 From the Administration menu, select **Date and Time**.

The PARTNER System Date and Time dialog box appears, showing the date and time settings for your PC.

3 Click the **Retrieve** button.

The PARTNER System Date and Time dialog box shows the date and time settings for the PARTNER system.

4 When you are finished, click the **Close** button.

5 Disconnect from the PARTNER system (optional).

Changing the Date and Time

To change the date and time:

1 Connect to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

2 From the Administration menu, select **Date and Time**.

The PARTNER System Date and Time dialog box appears, showing the date and time settings for your PC.

3 Click the **Retrieve** button.

The PARTNER System Date and Time dialog box shows the date and time settings for the PARTNER system.

4 Change the date and time.

5 Click the **Set** button.

The new date and time are sent to the PARTNER system.

6 Click the **Close** button.

7 Disconnect from the PARTNER system (optional).

7 PC Diagnostics

Overview

Using PARTNER ACS R7.0 PC Administration, you can retrieve the following important information about the PARTNER system:

- an inventory of the system components (including installed PCMCIA cards)
- a record of system events
- a record of system errors
- a description of the translation backup information that is stored in the internal memory of the PARTNER R7.0 processor module

Retrieving PARTNER Diagnostics

To retrieve diagnostic information from the PARTNER system:

1 Connect to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

2 From the Administration menu, select **Retrieve System Information**.

The PARTNER System Information Retrieval dialog box appears.

3 Make sure the **Retrieve Maintenance Data** check box is selected.

4 If you want to view the retrieved maintenance data after it is downloaded to the PC, click the **View Maintenance Data After Retrieval** check box.

5 Click the **Next** button.

The Save As dialog box appears.

6 Select the file or enter a new name for the maintenance information you are retrieving, and then click the **Save** button.

The PARTNER System Information Retrieval status box appears, showing the status of the retrieval. When the retrieval is complete, a message box appears.

If you selected the **View Maintenance Data After Retrieval** check box, the PARTNER PC Diagnostics program launches and displays the following information:

- An inventory of the system components. (Holding the mouse over a module displays details associated with that module.)
- A record of system events
- A record of system errors

If you did not select **View Maintenance Data After Retrieval** check box, perform the following steps to view the maintenance information:

a From the Tools menu, select **PC Diagnostics**.
The PARTNER PC Diagnostics window appears.

b From the File menu, select **Open**.

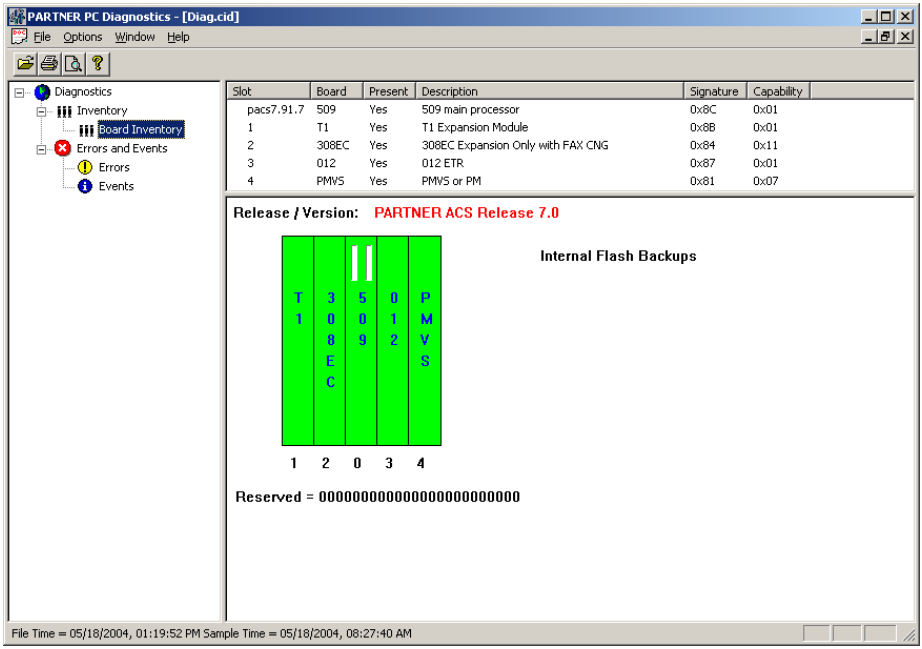
The Open dialog box appears.

c Select the diagnostics file you want to view.

d Click the **Open** button.

The selected file appears.

Sample PC Diagnostics File


PARTNER PC Diagnostics - [Diag.cid]
File Options Window Help
Diagnostics
Inventory
Board Inventory
Errors and Events
Errors
Events
Slot Board Present Description Signature Capability
pacs7.91.7 509 Yes 509 main processor 0x8C 0x01
1 T1 Yes T1 Expansion Module 0x8B 0x01
2 308EC Yes 308EC Expansion Only with FAX CNG 0x84 0x11
3 012 Yes 012 ETR 0x87 0x01
4 PMVS Yes PMVS or PM 0x81 0x07
Release / Version: PARTNER ACS Release 7.0
T1
308EC
509
012
PMVS
Internal Flash Backups
1 2 0 3 4
Reserved = 00000000000000000000000000
File Time = 05/18/2004, 01:19:52 PM Sample Time = 05/18/2004, 08:27:40 AM

7 Disconnect from the PARTNER system (optional).

8 T1 Module Administration

Overview

If the PARTNER ACS Release 6.0 or later system has a T1 module, you must use PARTNER ACS R7.0 PC Administration to:

- administer the T1 module parameters
- administer the T1 lines
- assign the Direct Inward Dialing (DID) service to T1 lines (if you purchased the DID service from your T1 service provider)
- “map” the DID numbers to the appropriate extensions on your PARTNER system (if you purchased the DID service from your T1 service provider)
- access the PARTNER T1 Module Maintenance window, which enables you to:
  - perform “real-time” maintenance tests on the T1 module
  - retrieve performance data on the T1 module

For more on how to administer the T1 module settings and lines, see the online help.

Accessing the PARTNER T1 Module Maintenance Window

From the PARTNER T1 Module Maintenance window, you can:

- perform framer loopback tests
- perform line loopback tests
- perform bit error rate tests (BERT) on a specific T1 channel or all channels
- view the results of a selected performance test
- view current and historical error/performance statistics related to the T1 circuit

NOTE *Performing a loopback test or bit error rate test will disconnect all calls on the T1 lines and prevent incoming and outgoing calls on these lines until the test is completed. (All T1 lines will be "busy" during these tests.)*

To access the PARTNER T1 Module Maintenance window:

1 Make sure you are connected to the PARTNER system. (See "Connecting to the PARTNER System" on page 25.)

2 From the Administration menu, select **T1 Module Maintenance**.

The PARTNER T1 Maintenance window appears.

See the online help for information on how to perform T1 module tests and view the results of a performance test.

9 DSL Module Administration

Overview

With PARTNER ACS R7.0 PC Administration, you can administer the DSL features of the 1600 DSL module.

Administering the DSL Module

To administer the DSL module:

1 Make sure you are connected to the PARTNER system. (See “Connecting to the PARTNER System” on page 25.)

2 From the Administration menu, select **DSL Administration**.

The PARTNER DSL Administration window appears.

3 Press any key on your PC keyboard.

The Enter Login ID prompt appears.

4 Enter your login (for example, *Supervisor*), and press the ENTER key.

The Enter Password prompt appears.

5 Enter your password (if necessary), and press the ENTER key.

The Main Menu appears.

You can now administer the DSL module. For information on administering the 1600 DSL module, refer to the online help or the *PARTNER Advanced Communication System 1600 Module User’s Guide*.